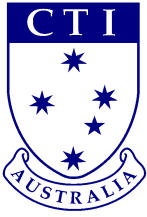


## FREQUENTLY ASKED QUESTIONS



**Who should attend this program?**

**The Certificate IV in Frontline Management qualification is appropriate for team leaders and supervisors who have responsibility for implementing plans and leading a workgroup towards the achievement of University objectives.**

### ■ **What am I required to do?**

Attend the 8 workshops covering the 10 units of competency, actively participate in the workshops and complete activities relating to your workplace. The workplace activities focus on your work role. You will be required to produce a range of evidence to demonstrate your competence. Specific requirements will be given to you during individual workshops.

### ■ **How will I be assessed?**

A combination of on and off the job components to determine knowledge and skill.

A 10 minute presentation of a portfolio of evidence demonstrating competence against the standards.

Feedback from Managers and or peers on their observations of your performance.

### ■ **Can I use work I have already completed?**

Yes, you do not have to reinvent the wheel. If you have previously completed activities/reports etc which directly relate to the frontline management competencies you can produce them for assessment.

### ■ **How much time will I need to devote to this program?**

Apart from the 8 days' course attendance, it is anticipated that the workplace based activity will relate directly to your current role. You would be required to reflect upon and monitor your performance and your team's performance and take appropriate actions to ensure workplace relationships and practices are effective. It is anticipated this would be applied during your work day. In some cases your projects would require additional input after work hours and you could expect to spend approximately 60 hours on assessment tasks.

### ■ **What happens if I don't finish the program?**

If you successfully complete individual units of competency you will receive a nationally recognised Statement of Attainment for that unit of competency. You would need to complete the whole program to achieve the Certificate IV qualification.

### ■ **Who will recognise this qualification?**

This qualification is portable. The standards are incorporated in a wide range of industries throughout Australia. It is a practical well-known and valued qualification.

## ASSESSMENT REQUIREMENTS

In addition to participating in class and carrying out workplace based activities throughout the year, as specified by your Facilitator during the workshops, you are required to undertake a final presentation.

To achieve the Certificate IV in Frontline Management qualification you will need to present to your class group.

- Your final presentation will be delivered on something you have implemented as a result of this course. It is your choice as to what you focus your presentation on. The presentation will be titled, “ A Continuous Improvement Project”.

Outlined in your CI Project will be aspects of the program you have chosen as being relevant for your workplace. For example, it may include, the success of your delegation techniques, the tools you used to plan and demonstrate progress to your team/customers. It could also include the leadership style you may have used, and/or the training you organized for your team.

Your CI project would demonstrate a number of aspects of the course. Your presentation will demonstrate how you have applied the learning undertaken in the course to your workplace. That is, as a result of the course, what did you improve in your workplace?

Your final presentation:

- . should be of at least 10 minutes duration and be no longer than 15 minutes .
- . will have a clear Introduction, Body and Conclusion
- . will be supported by a power point presentation
- . will provide a one page handout on some aspect of your presentation to each class member
- . will have at least one open question within the presentation to make it interactive

There will be a module on presentation techniques to provide you with the confidence and skills to present to a group. The presentations will take place on the final day of the program. Your CI Project, or report, will be due on 15 October 2010.

# **BSB40807 BUSINESS SERVICES TRAINING PACKAGE FOR FRONTLINE MANAGEMENT STANDARDS**

## **Certificate IV in Frontline Management**

*10 Units of competency:*

- BSBWOR404A Develop work priorities
- BSBMGT403A Implement continuous improvement
- BSBWOR402A Promote team effectiveness
- BSBMGT402A Implement operational plan
- BSBMGT401A Show leadership in the workplace
- BSBCMM401A Make a presentation
- BSBOHS407A Monitor a safe workplace
- BSBWOR401A Establish effective workplace relationships
- BSBLED401A Develop teams and individuals
- BSBREL410A Establish networks